

Defining Conflict Management

As you are watching the video, answer the following questions.

1. How did Mackenzie explain conflict management?
2. Why do you think it is important to follow a process for managing conflict?
3. When you have experienced conflict in the past, how often do you stop and consider the reason for the conflict?
4. What are some different ways people could respond to a conflict?
5. What are some things you have done in the past to resolve a conflict?

Component 1: Know Your Usual Response(s) to Conflict(s)

1. Do you withdraw, get in someone's face, go along even if that's not what you really think or feel, or try to work things out so everyone is happy?
2. Do you have one primary response to most conflicts (e.g., avoiding the conflict), or do you respond differently to different contexts (for example siblings vs. authority figures)?



Component 2: Know the Reasons for the Conflict

1. How often do you experience conflict due to lack of communication or misunderstanding? Does it happen frequently or only in certain situations?
2. When you experience conflict, describe how you could try to figure out the perspectives of everyone involved (in other words, put yourself in their shoes)?

Component 3: Take Steps to Manage the Conflict

1. How have you addressed conflicts in the past?
2. What steps could you take to manage a conflict involving an argument between you and your friend?